

Electronic Acknowledgement Receipt

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| EFS ID: | 1206725 |
| Application Number: | 10826160 |
| Confirmation Number: | 8619 |
| Title of Invention: | Mining service requests for product support |
| First Named Inventor: | Hua-Jun Zeng |
| Customer Number: | 22801 |
| Filer: | Brian Gerard Hart/LeAnn Sassman |
| Filer Authorized By: | Brian Gerard Hart |
| Attorney Docket Number: | MS1-1892US |
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| Application Type: | Utility |
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Payment information:

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|------------------------|----|
| Submitted with Payment | no |
|------------------------|----|

File Listing:

| Document Number | Document Description | File Name | File Size(Bytes) | Multi Part | Pages |
|-----------------|----------------------|-------------|------------------|------------|-------|
| 1 | | 1892ids.pdf | 142470 | yes | 5 |

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|------------------------------|--|--------------|---------|-----|-----|
| | Multipart Description | | | | |
| | Doc Desc | | Start | End | |
| | Miscellaneous Incoming Letter | | 1 | 1 | |
| | Information Disclosure Statement (IDS) Filed | | 2 | 5 | |
| Warnings: | | | | | |
| Information: | | | | | |
| 2 | Foreign Reference | 2048ref1.pdf | 388471 | no | 7 |
| Warnings: | | | | | |
| Information: | | | | | |
| 3 | Foreign Reference | 2048ref2.pdf | 3112972 | no | 105 |
| Warnings: | | | | | |
| Information: | | | | | |
| 4 | Foreign Reference | 2048ref3.pdf | 526849 | no | 22 |
| Warnings: | | | | | |
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| 5 | NPL Documents | 2048ref4.pdf | 448848 | no | 9 |
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| Information: | | | | | |
| 6 | NPL Documents | 2048ref5.pdf | 614910 | no | 15 |
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| Information: | | | | | |
| 7 | NPL Documents | 2048ref6.pdf | 300023 | no | 7 |
| Warnings: | | | | | |
| Information: | | | | | |
| 8 | NPL Documents | 2048ref7.pdf | 668882 | no | 13 |
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.